# Western Sydney Region RTO

**Assessment Package**

**Package Overview for Assessors**

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| **Package Number**  **Package Title** | BSB07- Package 2  ***At Work*** | |
| **Training Package** | Business Services (BSB07) | |
| **Unit(s) /Elements to be assessed by this package:** | BSBINM202QA ; Handle Mail   * Receive and distribute incoming mail * Collect and dispatch outgoing mail * Organise urgent and same day deliveries   BSBIND201A : Communicate Electronically   * Implement procedures to send and receive electronic mail * Manage electronic mail * Collaborate online   BSBIND201A : Work Effectively in a Business Environment   * Work within organisational requirements * Work in a team * Develop effective work habits | |
| **Evidence being provided for;** | BSBOHS201A: Participate in OHS Processes.   * Participate in OHS consultative processes * Work safely. | |
| **Package contents and information for assessors** | **Pages 2-6**  **Page 7** | The Assessment Notice includes the task description and is provided to students. Also provided to students is the To Do Log, Memorandum from Lyn Singh and the Accident Report.  Students are required to demonstrate confidence with saving files however they are also to print a hardcopy of the required activities for the assessor.  The Student / Assessor Checklist should be completed by the student and submitted with the hard copy of the requirements. |
|  | **Page 8** | The **Assessment feedback sheet** should be completed by the assessor and provided to the student when all aspects of the task have been completed and additional verbal feedback and opportunities for re- assessment if necessary discussed. |
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| **Equipment and/or resources required** |  | Computer and access to appropriate software. |
| **Other comments** |  |  |

# Western Sydney Region

# Vocational Education and Training

### Assessment Notice

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| --- | --- |
| **VET Framework: Business Services** | |
| **Assessor / Teacher:** | |
| **Unit of competency:**  BSBINM202QA ; Handle Mail  BSBIND201A : Communicate Electronically  BSBIND201A : Work Effectively in a Business Environment  BSBOHS201A: Participate in OHS Processes | |
| **Date Given : Due Date:** |
| Employability Skills are incorporated into this task. |

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| **Scenario:**  You are working as an office assistant at Great Western Production Ltd. Your company produces office furniture. You have been asked to perform several tasks over the next week. Each task is detailed below:  1. During the morning your supervisor asks you to **locate a document** for a report she is writing. The receptionist asks you to **retrieve and photocopy some information** about your organisation’s products that need to be sent out with the afternoon’s mail. A colleague wants you to **print out a record** for a particular client by tomorrow. After lunch a manager **urgently requests a file** on your organisation’s sales performance, needed for a 2.30pm meeting.  Prioritise these requests using the ‘To Do’ Log. Save this log as ‘atwork*initials.doc’*  2. On Monday you have to dispatch the information below:  For each situation indicate the **most appropriate method** of dispatch, give a reason for your choice and indicate how urgent the task is. (*Use a table to display your information and save as ‘*dispatch*yourinitials.doc )*   * Minutes of a meeting held this morning * A high level security document that is not urgent * Confirmation of the date of a meeting to be held in one month * Sales figures that need to go to the sales manager at the end of each week * Research information for a report your supervisor is working on, due at the end of the week * Job applications for a position that has just been advertised * Journals that are delivered to the organisation each Monday * Customer orders * Conference information that managers want to attend next month * A contract that has to be signed immediately by an inter-state client   3. During the week you have to file the list of documents below. Indicate next to each what type of file it would be, e.g. active, inactive or dead. (*Use a table to display your information. Save as* ‘filetype*initials*.doc*)*   * Last year’s sales figures * Material relating to 1990 * Correspondence from last month * Invoices from this month * Current research project * List of consultants the organisation uses * Tax records from last year * Employee’s accident report form from last year * Organisation’s current business plan * Training records of current trainees in the organisation * Unsuccessful tender from one year ago   4. Design an incoming mail register for Great Western Production Ltd. Enter the following items into your register: (Save your mail register as ‘mailregister*initials.*doc.)   * An urgent letter for your manager * A letter with a cheque attached * A parcel that has been damaged * A letter addressed to the Sales Manager marked ‘Confidential’ * A letter missing a cheque that is supposed to be enclosed * A parcel marked ‘fragile’ * A letter with an order attached * A letter addressed to the Marketing Manager * A journal   5. Choose the appropriate technology and software for each of the following tasks: (*Use a table to display your information. Save as* ‘technology*initials*.doc*)*  a) Email eight customers and send each a large file of information they have requested.  b) Word-process the company’s annual report and arrange for copies to be delivered to four directors.  c) Create a sign to go above the sink in the kitchen asking people to wash up after using crockery.  d) Research information on the web for your manager. Present the information in a report.  e) Take photographs of new staff members to be included in the staff newsletter and place the photos on the server for access by the editor.  6. Complete the memorandum from Lyn Singh.   1. As you are working on this assessment your teacher will ask you a selection of the questions from the attached list to confirm your underpinning knowledge   logo_size6 Things To Do Date  |  |  |  |  | | --- | --- | --- | --- | | Priority  A B C | Description | Equipment needed | Completed  ✓ 🗷 | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  |   logo_size6 **Memorandum**   |  |  | | --- | --- | | To | Human Resources Assistant | | From | Lyn Singh | | Date |  | | Reference | HR-LS4b | | Subject | **Accident Report** |   As you know there was an accident at about 10.00 am this morning involving one of our suppliers, Mr Barry Lister. As you were a witness to this accident could you please complete an Accident/Injury Report Form. You can fill it in by hand. I understand Mr Lister tripped on loose carpet near your workstation and hit his head on a filing cabinet. All Mr Lister’s details are listed in the Suppliers’ database. His date of birth is 10 January 1960.  Mr Lister was taken by Janet Parker to the local medical centre in case he had concussion. I have rung Maintenance to make sure that the carpet is taped before being replaced so that no-one else will be injured.  Can you sign the form when you have completed the details and leave on my desk.  Can you have a look around the department and surrounding areas to identify any other potential physical hazards in the workplace. We don’t want any more accidents. Talk to the other members of the department as they may have ideas on this. Look at the floor, electrical sockets, equipment, filing cabinets, workstations etc.  Create a table for me that lists the hazards you can identify in your working environment and your suggested solutions. I have given you an example. Make sure you look at potential hazards such as filing cabinets, electrical cords, electrical sockets etc   |  |  | | --- | --- | | Physical Hazards | Solutions | | Worn carpet | Tape carpet down prior to replacing | |  |  |   Save this table as **hazards-yourinitials.doc** in your personal folder and email it to your assessor.  logo_size6 Accident/Injury Report Form  Personal Details  Name  Address  State Postcode  Telephone ( )  DOB  Male/Female  Employee/Visitor  Details of Accident/Injury  Date of Incident  Time of Incident  How Incident Occurred        Description of Accident/Injury        Name(s) of Witness(es)    Action Taken          Name Position  Signature Date |

 Accident/Injury Report Form

Suggested response

Personal Details

Name Mr Barry Lister

Address 671 Pacific Highway

NORTH SYDNEY State NSW Postcode 2060

Telephone (02) 995 7232

DOB 10 January 1960

Male/Female Male

Employee/Visitor Visitor

Details of Accident/Injury

Date of Incident Today’s date

Time of Incident 10 am

How Incident Occurred Mr Lister tripped on loose carpet in the Human

Resourced Department.

Description of Accident/Injury When Mr Lister tripped, he hit his head on a filing cabinet.

Name(s) of Witness(es) Employee’s name

Action Taken Janet Parker from the Administration Department took Mr Lister to the local medical centre for suspected concussion. Lyn Singh from Human Resources rang Maintenance to have the carpet taped before being replaced

Name Employee’s name Position Human Resources Assistant

Signature Employee’s signature Date Today’s date

Physical Hazards in the Workplace

Sample responses

|  |  |
| --- | --- |
| **Physical hazards** | **Solutions** |
| Worn carpet | Tape carpet prior to replacing |
| Boxes in walkways | Contents of boxes stacked away in cupboards |
| Frayed electrical cords | Cords tagged for maintenance |
| Filing cabinet drawer open | Drawer closed |
| Electrical cord running across walkways | Ensure sufficient outlets for electrical equipment |
| Glare from windows | Curtains or blinds installed to reduce glare |
| Bags and personal items left in walkways | Bags and personal items stacked neatly to avoid tripping injuries |
| Equipment left out | Equipment stored away |
| Scissors and staplers sticking out from tables | Scissors and staplers kept in drawers or stored neatly |
| Chairs left out from tables or workstation | Chairs moved in close to tables or workstation |

**Assessment Checklist for Student and Assessor**

|  |  |
| --- | --- |
| **Candidate name:** |  |
| **Unit:** | At Work |
| **Competency:** | BSBINM202QA ; Handle Mail  BSBIND201A : Communicate Electronically  BSBIND201A : Work Effectively in a Business Environment  BSBOHS201A: Participate in OHS Processes |
| **Assessor / Teacher:** |  |

| **During this task did you.. ?**  *( insert a tick for ‘yes’, cross for ‘no’, )* | **Student** | **Assessor** |
| --- | --- | --- |
| Completion of the ‘ToDo’ Log |  |  |
| Create a table to display dispatch information |  |  |
| Complete the file type activity. |  |  |
| Complete the incoming mail register. |  |  |
| Complete the appropriate technology and software document. |  |  |
| Fill in the Accident Report |  |  |
| Complete the risks table. |  |  |

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| **Feedback to candidate** |
| General comments, strengths or improvements needed:  Amendments required and due date |

|  |  |  |  |
| --- | --- | --- | --- |
| **Candidates signature:** |  | **Date:** |  |
| **Assessor signature:** |  | **Date:** |  |



# Western Sydney Region RTO

# Vocational Education and Training

**Assessment Feedback**

|  |  |
| --- | --- |
| **VET Framework:** Business Services | |
| **Assessor / Teacher:** | |
| **Unit of competency:**  BSBINM202QA ; Handle Mail  BSBIND201A : Communicate Electronically  BSBIND201A : Work Effectively in a Business Environment | |
| **Evidence provided for:** BSBOHS201A: Participate in OHS Processes | |
| **Due Date: Date Received:** |

**Overall Result**

|  |  |  |
| --- | --- | --- |
| **Unit Code** | **Elements of Competency** | **Competent/Not Yet Competent** |
| BSBINM202QA Handle Mail | Receive and distribute incoming mail |  |
| Organise urgent and same day deliveries |  |
| Collect and dispatch outgoing mail |  |
| BSBIND201A : Communicate Electronically | Implement procedures to send and receive electronic mail |  |
| Manage electronic mail |  |
| Collaborate online |  |
| BSBIND201A : Work Effectively in a Business Environment | Work within organisational requirements |  |
| Develop effective work habits |  |
| Work in a team |  |
| BSBOHS201A: Participate in OHS Processes | Participate in OHS consultative processes |  |
| Work Safely |  |

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| --- |
| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: . |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: |